



**WORKING TOGETHER AGREEMENT**

To ensure that we can work together effectively for the benefit of volunteers, your organisation and Volunteer Centre Redbridge, this agreement outlines the level of service you can expect from us and in return, what we ask of you.

Our service to you:

* Volunteer Centre Redbridge provides a bespoke marketing service for your volunteering opportunities. We promote volunteering opportunities on [www.redbridgecvs.net](http://www.redbridgecvs.net) and on social media. We may also use other websites by arrangement. We will be in regular contact to ensure that the roles you have listed with us are up-to-date and still available.
* Although unfortunately we cannot guarantee that a role will be filled, we do actively promote all the roles we have available. In addition to our web-based advertising we speak to dozens of potential volunteers every week. We also promote opportunities through partners publications, community outreach activities, and our annual volunteering fair.

* We will provide you with details of all the most appropriate potential volunteers, who have expressed an interest in the role/s you are advertising with us. We ask volunteers for basic information about themselves and why they are interested in your roles and refer those that best match your role specification. Please note that we do not carry out Disclosure and Barring Service checks or follow up references for volunteers.
* Redbridge-based organisations can book a **free Volunteering** Health Check to help identify your volunteer support needs.
* Organisations that are registered with Volunteer Centre Redbridge receive ongoing support to develop engaging and appropriate volunteering opportunities. We can also provide advice on best practice in volunteer management, can help you review your policies and procedures, and can provide sample documents and templates.
* Organisations will regularly receive our Volunteering newsletter and can also access regular information updates about a range of topical issues on RedbridgeCVS’s website [www.redbridgecvs.net](http://www.redbridgecvs.net) and in RedbridgeCVS’ weekly e-news
* You will also receive invitations to training and development events for volunteer managers, which are free for Redbridge organisations.

As a registered organisation, we ask that you:

* Have a valid insurance policy to cover all your volunteers, that specifically includes volunteering activities.
* Follow legal guidelines in relation to Disclosure and Barring Service checks and safeguarding children and vulnerable adults (if appropriate). For further information about this topic visit:

<https://knowhow.ncvo.org.uk/safeguarding> <https://www.gov.uk/find-out-dbs-check>

* Have an Equal Opportunities policy and be committed to diversity, equity and inclusion in involving volunteers.
* Have a written role description for all your volunteering opportunities [samples can be provided for guidance].
* Under normal circumstances contact potential volunteers referred by Volunteer Centre Redbridge within five working days of the referral and no later than two weeks after the referral.
* Complete feedback forms when requested, and provide the Volunteer Centre with information on the progress of those referred. We need information about everyone we refer to you, so that we know who has begun volunteering, so that we can provide monitoring data to our funders and to ensure that we continue to provide a service which meets your needs. You will receive a regular emails requesting this information.
* Notify us of any changes to your organisation’s contact details or volunteering opportunities.

**We recommend** that you:

* Have one specific person as a contact for volunteering enquiries.
* Have a volunteer policy which includes details about induction, training, expenses, support and responsibilities. If you need help to write or review your policies please get in touch.

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Signed onbehalf of your organisation:

Signed onbehalf of Volunteer Centre Redbridge:

Date:

**For further information, or to discuss your volunteering needs, please contact Volunteer Centre Redbridge on 0208 514 9624** **or** [**volunteering@redbridgecvs.net**](mailto:volunteering@redbridgecvs.net)

Volunteer Centre Redbridge is a project of RedbridgeCVS,

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